



## Name and contact information

1

## Summary or objective

2

## Professional history

Company name **a**

Dates of tenure **b**

Description of role and achievements **c**

3

## Education

4

## Skills

5

## Optional

6

**Janet Chobot**

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\_\_\_\_\_  
\_\_\_\_\_

**Summary**

\_\_\_\_\_  
\_\_\_\_\_

**Professional History**

**a** \_\_\_\_\_  
**b** \_\_\_\_\_  
**c** \_\_\_\_\_  
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**a** \_\_\_\_\_  
**b** \_\_\_\_\_  
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**Educational History**

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**Skills**

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**Awards & Achievements, Hobbies & Interests**

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# Functional Resume

## Name and contact information

### James Kennedy

555 Cherry Ln  
Ann Arbor, Michigan 48111-9626  
(111) 777-888  
jameskennedy@email.com

## Summary

### Summary

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

### Area of Experience

Retail Sales, Data Entry, Microsoft Office, Typing, Complaint resolution, Service-based selling, Fluency in French and Spanish

### Skills

#### Process Streamlining

Created customer service email scripts used across the company to interact with customers. Single-handedly created customer service representative training manual, reducing on-boarding process from 8 to 6 weeks. Reduced average customer representative call time by 90 seconds with intuitive online training

#### Complaint Resolution

Answered an average 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes and lost orders. Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.

#### Service-based Selling

Consistently exceeded application targets by 10%+ with innovative up-selling techniques. Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%.

### Experience

#### Cloud Clearwater, 2017

Customer Service Manager: Managed customer relationships via phone and email to obtain payments, resolve inquiries and up-sell programs.

Customer referral program: Spearheaded project, increasing customer base by 15% in less than 6 months.

#### Tradelot, 2016

Customer Service Representative: Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

### Education

#### Coral Springs University, 2009–2013

Bachelor of Science in Business Administration

## Skills grouped by theme

## Any relevant professional experience

## Education



# CV Format

Name and  
contact  
information

**Janet Chobot**

1

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Summary

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Summary

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Professional  
history

Professional History

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Education

Educational History

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Skills

Skills

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Awards

Awards and Achievements

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Publications

Published Works

7

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# Chronological Resume Format

## Name and contact information

### Janet Chobot

Little Rock, Arkansas • (123) 456-7891  
agardner@email.com

## Summary or objective

### Summary

An exceptionally organized and friendly dental assistant with 3+ years of successful experience working with dental offices and clients.

## Professional history

### Professional History

#### Smith Family Dentistry, Dental Assistant

July 2017 – Present

- Clean and prepare treatment rooms
- Prepare patient to be seen by for dental treatment
- Answer common patient questions about dental procedures, treatments, and issues

#### E&H Dental, Office Assistant

August 2015 – July 2017

- Organized client schedules
- Received patients upon arrival
- Handled client billing and paperwork
- By end of work experience, took on key dental assistant roles

## Educational history

### Educational History

#### Little Road Junior College

August 2012 – June 2014

Certified Dental Assistant Program

## Skills and abilities

### Skills

**Dental assistant skills include:** DANB certification • X-ray certification • Denture impressions • Calming personality and demeanor • Hygienic • Minor oral surgery experience



# Combination Resume

Name and  
contact  
information

Summary

Skills and  
abilities

Professional  
experience

Education

Awards

## Alex Lee

Scranton, Pennsylvania • (123) 456-7891 • alex.lee95@email.com

### Summary

A strategically-minded and hard-working sales associate with 2 years of experience increasing sales and increasing brand awareness.

### Skills

Sales and marketing skills include: Tableau (intermediate level) • Excel (intermediate level) • Salesforce Administration (entry level) • Team player • Hardworking • Creative

### Professional History

L&O Financial, Sales Associate

August 2016—Present

- Utilize Salesforce to help manage client accounts
- Learned and used various data analytics tools, including Excel and Tableau, to provide data insights
- Work collaboratively with other associates and managers to create new marketing strategies

L&O Financial, Intern

June 2016—August 2016

- Trained on industry financial systems
- Assisted sales teams with day-to-day operations
- Learned skills in sales and developing client relationships
- Accepted as full-time Sales Associate following successful internship

### Educational History

Pennsylvania State University

August 2012 – June 2016

B.A., Communications, 3.95 GPA

**Awards Include:** Magna Cum Laude, President's Scholarship Award (2014), Academic Honors (2012-2016)

**Extracurriculars include:** Debate Team Captain (2015), Student Government Treasurer (2013-2014), Habitat for Humanity (2012-2016).

# Cover Letter Format

Date and contact  
information

1

**Anne Galindo**

(123) 456-7890

anne.smith@email.com

Salutation/greeting

2

January 23, 20XX

Dear Hiring Manager,

Opening paragraph

3

I'm excited to be applying for the Web Developer position at [Company Name]. I've been programming websites and using CSS to create user-friendly experiences since I was in middle school, so it's always been a passion of mine. I've also been intrigued by your company since it won Most Innovative at the National Web Development Awards two years ago. I strive to stay on the cutting-edge of web design and development, so when I saw this job posting, I knew I had to apply.

Middle paragraph(s)

4

During my previous role at [Company Name], I built a website completely from scratch for a recently rebranded business, both ahead of schedule and within budget. I started by gathering requirements from my clients and holding a focus group to perform user research. My favorite part about web design is building a solution that impresses the client and meets the needs of users and customers. My new website was responsive, extremely fast, and included the latest e-commerce features. After launch, I continued to lead optimization efforts. Through A/B testing, I improved the click-through rate by 10% and reduced the bounce rate on the website's landing page by 35%. As your Web Developer, I would bring these skills to develop websites that exceed the expectations of clients and customers, and drive real business results.

Closing paragraph

5

One of the factors that really attracted me to this role is that [Company Name] values giving back to the community. In my spare time, I run free web development workshops for at-risk youths. In these workshops, I teach them the basics of HTML/CSS and JavaScript and serve as a mentor. As I grow in my career, applying my skills to help others and make an impact on the world becomes more important—I believe this role would give me that opportunity.

Complimentary  
close and signature

6

Thank you for your consideration and time. I'm looking forward to learning more details about the position and company.

Sincerely,

Anne Galindo



# Professional Email Format

The diagram illustrates the components of a professional email format using a numbered list (1-5) on the left, with lines pointing to corresponding elements in a simulated email client window on the right.

- 1 Subject line**: Points to the subject line of the email: "Subject Line: UX Research Contract Opportunity".
- 2 Salutation**: Points to the greeting: "Hello Amal,".
- 3 Body**: Points to the main content of the email, which includes two paragraphs of text.
- 4 Closing**: Points to the closing statement: "Please let me know if you're interested in this project and we can set up some time to discuss the details further. I look forward to hearing from you."
- 5 Signature**: Points to the signature block: "Sincerely, Alan Goto, User Experience Director, ABC Company, Inc."

The email client window also shows a "Cc: Bcc" field in the top right corner and a "Send" button at the bottom left.

- Identify your goal
- Consider your audience
- Keep it concise
- Proofread your email
- Use proper etiquette
- Remember to follow up